

Your Job Description

At Moat, you'll embrace our vision, our professional standards, and behaviours wholeheartedly and uphold our values, actively contributing to our culture that is open, effective, customer-driven and driven by curiosity.

Who we are

We're a sector leading Housing Association, offering hybrid working, competitive pay and a supportive environment.

Our vision is to lead as a customer pioneer, driven by outside-in thinking, and dedicated to delivering an exceptional customer experience. We value every colleague and every team and want to support you in being the best you can be.

How we work

Our values and the way we behave form the cornerstone of our journey to achieving our purpose of 'opening doors to better lives' for our customers and our vision to become Customer Pioneers. Our standards and behaviours support our values and they provide clear expectations about how we behave and work as Moat Housing Professionals. You can find these below and the full behaviour framework is available on our website.

Be the Change

Be flexible and adaptable to change, sharing ideas and focusing on solutions.

Our Standards

Be inclusive
Be a leader

Our Behaviours

Be adaptable
Be smart working

Better Together

Set high standards, working together and welcoming every opportunity to learn and improve.

Our Standards

Be knowledgeable
Be skilled

Our Behaviours

Be collaborative
Be smart working

Own it

Take personal responsibility for making things happen and seeing things through.

Our Standards

Show integrity
Be ethical

Our Behaviours

Be empowered
Be accountable

Lead by Example

We work hard for our customers and take pride in making a difference to their lives.

Our Standards

Be an advocate

Our Behaviours

Be supportive
Be nurturing



We recognise the significance of equality, diversity, and inclusion (EDI) in achieving success, and we're fully committed to being genuinely inclusive in everything we do. As a Moat Housing Professional, we expect you to show strong commitment to our approach to EDI and to our health and safety, compliance, and code of conduct policies and practices.

Director of Strategic Asset Management

Who's in my team?	
Team	Strategic Asset Management
Line Manager	Executive Director of Existing Homes
My direct reports	Senior Investment Contract Manager Asset Manager Sustainability Manager Senior Home Improvement Surveyor Senior Quantity Surveyor
Updated	May 2026

What's my role?
<ul style="list-style-type: none">• To provide leadership and expert knowledge across the organisation on asset management, sustainability and planned works• To provide performance and assurance information to the Board, as well as working in partnership across the Senior Leadership Team (SLT), ensuring excellence in delivery to all of our customers.• Be a visible leader who inspires the team to provide excellent services across all areas to our customers, whilst mitigating business risks and achieving value for money.• To be responsible for long, medium and short-term asset management strategies and investment and divestment plans for our property portfolio and deliver the strategic objectives of the Existing Homes strategy which fall within the responsibility of this role.• To oversee the delivery of Moat's major works improvement programmes, including our retrofit works to ensure that our homes fully meet all relevant housing quality standards.• To deliver value for money coordinated projects across our stock portfolio and be responsible for the timely, effective, and efficient delivery of Moat's investment programmes.• To champion the use of data and intelligence to lead proactive services improvement, putting customer learning at the heart of everything we do.
What am I accountable for?

- To develop and maintain asset strategies and investment plans over the long term (30 years) medium term (10 – 15 years) and short term (1 – 5 years) in order to ensure Moat's asset portfolio is fit for the future, creating sustainable tenancies, whilst increasing customer satisfaction levels with their homes and neighbourhoods.
- This role plays a central part in shaping and delivering Moat's long-term asset strategy, with a particular focus on ensuring Moat have coordinated and deliverable plans which meet Decent Homes, net zero ambitions (MEES) and building safety requirements and ensuring our homes support the wellbeing of our customers.
- The post holder is responsible for the successful procurement (working with the Executive Director of Existing Homes and the Director of Procurement) to establish strategic procurement strategies and implementation of stock improvement and major works programmes.
- A key element of the role is to critically assess and challenge the way our investment plans and service contracts are delivered, driving improvements, strengthening performance, and ensuring value for money across all programmes, embedding commercial approaches to contract management and cost control across the service.
- This includes ensuring that annual programmes are delivered to agreed timetables, budgets and KPI's, and that investment, major works, responsive maintenance and compliance teams work collaboratively with customers, so their views are reflected in programme design and delivery, with choice offered wherever practical.
- The role leads on the development of property investment proposals and stock rationalisation options for consideration by the Investment Committee and Board, including the management of non-domestic assets.
- Act as a customer champion to provide a consistently high standard of customer service and engagement, including the effective management of complaints within the service areas.
- Work with the Head of Service Excellence and Improvement to lead on KPI development and performance reporting, with a strong focus on areas of customer risk, to the Executive Team and the Board.
- Lead on identifying and bidding for relevant grant opportunities, which maximise Moat's budgets and delivery opportunities.
- Acts as the key audit contact for internal and external auditors, and lead the development of performance analysis and budgetary controls in partnership with Finance and Insight. They take overall responsibility for cost control and financial management across all investment and compliance budgets.
- Strong relationship management is essential, with the role expected to maintain influence across the organisation, resolve issues and blockages, and work closely with SLT to ensure major works are delivered effectively. The post holder also works collaboratively with Moat's contractors.
- A core responsibility is ensuring that our asset management databases are accurate, up to date and reflective of the true condition of the stock portfolio, ensuring a

programme or data collection is in place, which will ensure we have up to date and actionable data sets for all properties and other assets. This will include leading on all relevant data returns for the regulator and other relevant bodies.

- The role also oversees the performance and development of the Asset Management teams, ensuring clear objectives, regular reviews and a culture of continuous improvement that enhances service delivery and customer satisfaction.
- The post holder produces and presents to Committees and Board operational and strategic reports on asset and compliance performance, represents Moat in meetings with external stakeholders including local authorities, statutory bodies, auditors and contractors and deputises for the Executive Director of Property and Assets when required.
- Leadership expectations include creating an environment of success built on openness and professional support; promoting a unified culture aligned to Moat's values; addressing underperformance or poor behaviours; and fostering teams that operate efficiently, effectively and with a constant focus on improvement.

What do I need?

Entry Requirements:

- Senior leadership experience in social housing asset management
- Strong understanding of asset optimisation and portfolio modelling
- Degree (or equivalent relevant qualification) or demonstrable experience in a relevant discipline
- Proven track record at a senior level in Asset Management and property related compliance, construction, or facilities environment
- Knowledge of UK housing regulation and building safety frameworks
- Demonstrable experience in building and delivering net zero approaches
- Experience delivering large-scale capital works programmes
- Strong financial acumen and ability to influence strategic decisions

Proficient Requirements:

- Good level of understanding of tenancy management including relevant legislation
- Good understanding of processes linked to leaseholders and other Home ownership tenures